



## TORQ Analysis of Data Entry Keyers to Office Clerks, General




## INPUT SECTION:

Transfer	Title	O*NET	Filters		
From Title:	Data Entry Keyers	43-9021.00	Abilities:	Importance Level: 50	Weight: 1
To Title:	Office Clerks, General	43-9061.00	Skills:	Importance Level: 69	Weight: 1
Labor Market Area:	Maine Statewide		Knowledge:	Importance Level: 69	Weight: 1

## OUTPUT SECTION:

Grand TORQ:

91
















Ability TORQ		Skills TORQ		Knowledge TORQ	
Level	 91	Level	 92	Level	 90

Gaps To Narrow if Possible				Upgrade These Skills				Knowledge to Add			
Ability	Level	Gap	Impt	Skill	Level	Gap	Impt	Knowledge	Level	Gap	Impt
Oral Expression	57	13	72	Reading Comprehension	59	10	72	No Knowledge Upgrades Required!			
Written Expression	46	11	50	Active Listening	57	4	78				
Mathematical Reasoning	35	7	53								
Problem Sensitivity	46	7	50								
Oral Comprehension	50	4	78								
Number Facility	39	5	56								
Speech Recognition	55	4	65								
Written Comprehension	48	4	62								
Speech Clarity	42	3	65								

LEVEL and IMPT (IMPORTANCE) refer to the Target Office Clerks, General. GAP refers to level difference between Data Entry Keyers and Office Clerks, General.

## ASK ANALYSIS

## Ability Level Comparison - Abilities with importance scores over 50

Description	Data Entry Keyers	Office Clerks, General	Importance
Oral Comprehension	46 	50 	78 
Oral Expression	44 	57 	72 
Speech Recognition	51 	55 	65 
Speech Clarity	39 	42 	65 
Written Comprehension	44 	48 	62 



Near Vision	60		57		62
Information Ordering	44		42		56
Number Facility	34		39		56
Mathematical Reasoning	28		35		53
Selective Attention	41		37		53
Written Expression	35		46		50
Problem Sensitivity	39		46		50
Category Flexibility	42		42		50
Perceptual Speed	37		37		50
Skill Level Comparison - Abilities with importance scores over 69					
Description	Data Entry Keyers		Office Clerks, General		Importance
Active Listening	53		57		78
Reading Comprehension	49		59		72
Knowledge Level Comparison - Knowledge with importance scores over 69					
Description	Data Entry Keyers		Office Clerks, General		Importance
Customer and Personal Service	64		62		76
Clerical		80		79	74

Experience & Education Comparison					
Related Work Experience Comparison			Required Education Level Comparison		
Description	Data Entry Keyers	Office Clerks, General	Description	Data Entry Keyers	Office Clerks, General
10+ years	0%	0%	Doctoral	0%	0%
8-10 years	0%	0%	Professional Degree	0%	0%
6-8 years	0%	0%	Post-Masters Cert	0%	0%
4-6 years	0%	6%	Master's Degree	0%	0%
2-4 years	0%	3%	Post-Bachelor Cert	0%	0%
1-2 years	19%	48%	Bachelors	0%	0%
6-12 months	43%	12%	AA or Equiv	2%	12%
3-6 months	3%	6%	Some College	9%	21%
1-3 months	18%	1%	Post-Secondary Certificate	9%	14%
0-1 month	0%	1%	High School Diploma or GED	77%	47%
None	14%	19%	No HSD or GED	0%	4%
Data Entry Keyers			Office Clerks, General		
Most Common Educational/Training Requirement:					
Moderate-term on-the-job training			Short-term on-the-job training		
Job Zone Comparison					
2 - Job Zone Two: Some Preparation Needed			2 - Job Zone Two: Some Preparation Needed		



Some previous work-related skill, knowledge, or experience may be helpful in these occupations, but usually is not needed. For example, a teller might benefit from experience working directly with the public, but an inexperienced person could still learn to be a teller with little difficulty.

These occupations usually require a high school diploma and may require some vocational training or job-related course work. In some cases, an associate's or bachelor's degree could be needed.

Employees in these occupations need anywhere from a few months to one year of working with experienced employees.

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## Tasks

### Data Entry Keyers

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.

#### Specific Tasks

##### Occupation Specific Tasks:

- Compare data with source documents, or re-enter data in verification format to detect errors.
- Compile, sort and verify the accuracy of data before it is entered.
- Load machines with required input or output media such as paper, cards, disks, tape or Braille media.
- Locate and correct data entry errors, or report them to supervisors.
- Maintain logs of activities and completed work.
- Read source documents such as canceled checks, sales reports, or bills, and enter data in specific data fields or onto tapes or disks for subsequent entry, using keyboards or scanners.
- Resolve garbled or indecipherable

### Office Clerks, General

#### Core Tasks

##### Generalized Work Activities:

- Interacting With Computers - Using computers and computer systems (including hardware and software) to program, write software, set up functions, enter data, or process information.
- Getting Information - Observing, receiving, and otherwise obtaining information from all relevant sources.
- Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
- Performing Administrative Activities - Performing day-to-day administrative tasks such as maintaining information files and processing paperwork.
- Establishing and Maintaining Interpersonal Relationships - Developing constructive and cooperative working relationships with others, and maintaining them over time.
- Processing Information - Compiling, coding, categorizing, calculating, tabulating, auditing, or verifying information or data.

#### Specific Tasks

##### Occupation Specific Tasks:

- Answer telephones, direct calls and take messages.
- Collect, count, and disburse money, do basic bookkeeping and complete banking transactions.
- Communicate with customers, employees, and other individuals to answer questions, disseminate or explain information, take orders and address complaints.
- Compile, copy, sort, and file records of office activities, business transactions, and other activities.
- Complete and mail bills, contracts,



receive general or microfilmable messages, using cryptographic procedures and equipment.

- Select materials needed to complete work assignments.
- Store completed documents in appropriate locations.

#### Detailed Tasks

##### Detailed Work Activities:

- conduct computer diagnostics to determine nature of problems
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- load tapes, disks or paper into computers or peripherals
- maintain records, reports, or files
- operate scanner
- perform typing or data entry for extended duration
- process invoices
- process medical records
- route computer output to specified users
- set computer controls or devices in data processing center
- transcribe spoken or written information
- understand computer equipment operating manuals
- use computers to enter, access or retrieve data
- use relational database software
- use spreadsheet software
- use word processing or desktop publishing software
- verify completeness or accuracy of data

policies, invoices, or checks.

- Complete work schedules, manage calendars and arrange appointments.
- Compute, record, and proofread data and other information, such as records or reports.
- Count, weigh, measure, and/or organize materials.
- Deliver messages and run errands.
- Inventory and order materials, supplies, and services.
- Maintain and update filing, inventory, mailing, and database systems, either manually or using a computer.
- Make travel arrangements for office personnel.
- Monitor and direct the work of lower-level clerks.
- Open, sort and route incoming mail, answer correspondence, and prepare outgoing mail.
- Operate office machines, such as photocopiers and scanners, facsimile machines, voice mail systems and personal computers.
- Prepare meeting agendas, attend meetings, and record and transcribe minutes.
- Process and prepare documents, such as business or government forms and expense reports.
- Review files, records, and other documents to obtain information to respond to requests.
- Train other staff members to perform work activities, such as using computer applications.
- Troubleshoot problems involving office equipment, such as computer hardware and software.
- Type, format, proofread and edit correspondence and other documents, from notes or dictating machines, using computers or typewriters.

#### Detailed Tasks

##### Detailed Work Activities:

- answer calls using switchboard
- answer customer or public inquiries
- arrange teleconference calls
- assist with business or managerial research
- calculate monetary exchange
- carry messages or packages
- classify information according to content or purpose
- collate printed materials
- communicate with customers or employees to disseminate information
- compile data for financial reports



- compile itinerary of planned meetings or activities
- complete patient insurance forms
- compute financial data
- date stamp messages, mail, or other information
- develop travel itinerary
- direct and coordinate activities of workers or staff
- disburse checks to satisfy accounts payable
- distribute correspondence or mail
- ensure correct grammar, punctuation, or spelling
- enter time sheet information
- examine documents for completeness, accuracy, or conformance to standards
- fill out business or government forms
- fill out insurance forms
- fill out purchase requisitions
- greet customers, guests, visitors, or passengers
- index information resources
- maintain account records
- maintain appointment calendar
- maintain inventory of office equipment or furniture
- maintain inventory of office forms
- maintain job descriptions
- maintain legal forms
- maintain record of organization expenses
- maintain records, reports, or files
- maintain telephone logs
- maintain travel expense accounts
- manage inventories or supplies
- measure, weigh, or count products or materials
- obtain information from individuals
- operate business machines
- operate calculating devices
- operate duplicating equipment
- organize legal information or records
- perform office equipment maintenance not requiring service call
- prepare bank deposits
- prepare meeting agenda
- prepare or maintain employee records
- prepare tax reports
- prepare travel vouchers
- process account invoices
- process invoices
- process medical records
- process payroll documents, records, or checks



- proofread printed or written material
- provide customer service
- receive or disburse cash related to payments received
- resolve customer or public complaints
- route multi-line telephone calls
- schedule employee work hours
- schedule meetings or appointments
- select software for clerical activities
- sell products or services
- sort books, publications, or other items
- sort mail letters or packages
- take dictation
- take messages
- transcribe spoken or written information
- type document from machine transcription
- type letters or correspondence
- understand technical operating, service or repair manuals
- use accounting or bookkeeping software
- use computers to enter, access or retrieve data
- use library or online Internet research techniques
- use oral or written communication techniques
- use relational database software
- use spreadsheet software
- use telephone communication techniques
- use word processing or desktop publishing software
- write business correspondence

### Labor Market Comparison

Description	Data Entry Keyers	Office Clerks, General	Difference
Median Wage	\$ 23,900	\$ 24,040	\$ 140
10th Percentile Wage	\$ 18,050	\$ 15,370	\$( 2,680)
25th Percentile Wage	N/A	N/A	N/A
75th Percentile Wage	\$ 28,760	\$ 29,520	\$ 760
90th Percentile Wage	\$ 32,630	\$ 34,880	\$ 2,250
Mean Wage	\$ 24,820	\$ 24,580	\$( 240)
Total Employment - 2007	800	13,910	13,110
Employment Base - 2006	776	14,238	13,462
Projected Employment - 2016	672	15,020	14,348
Projected Job Growth - 2006-2016	-13.4 %	5.5 %	18.9 %



Projected Annual Openings - 2006-2016

19

339

320

## National Job Posting Trends

Trend for Data Entry Keyers

Trend for  
Office  
Clerks,  
GeneralData from [Indeed](http://Indeed.com)

## Recommended Programs

General Office/Clerical and Typing Services

General Office Occupations and Clerical Services. A program that prepares individuals to provide basic administrative support under the supervision of office managers, administrative assistants, secretaries, and other office personnel. Includes instruction in typing, keyboarding, filing, general business correspondence, office equipment operation, and communications skills.

Institution	Address	City	URL
Northern Maine Community College	33 Edgemont Dr	Presque Isle	<a href="http://www.nmcc.edu">www.nmcc.edu</a>

## Maine Statewide Promotion Opportunities for Data Entry Keyers

O*NET Code	Title	Grand TORQ	Job Zone	Employment	Median Wage	Difference	Growth	Annual Job Openings
43-9021.00	Data Entry Keyers	100	2	800	\$23,900.00	\$0.00	-13%	19
43-9041.02	Insurance Policy Processing Clerks	92	2	1,810	\$31,380.00	\$7,480.00	-8%	22
43-9041.01	Insurance Claims Clerks	92	2	1,810	\$31,380.00	\$7,480.00	-8%	22



43-4031.03	License Clerks	91	2	1,190	\$27,650.00	\$3,750.00	9%	37
43-9061.00	Office Clerks, General	91	2	13,910	\$24,040.00	\$140.00	5%	339
43-4031.01	Court Clerks	90	2	1,190	\$27,650.00	\$3,750.00	9%	37
43-4011.00	Brokerage Clerks	90	3	270	\$39,120.00	\$15,220.00	-13%	8
43-3021.02	Billing, Cost, and Rate Clerks	90	3	1,990	\$27,580.00	\$3,680.00	1%	28
43-9022.00	Word Processors and Typists	89	2	710	\$25,320.00	\$1,420.00	-18%	14
43-6014.00	Secretaries, Except Legal, Medical, and Executive	89	2	10,400	\$28,260.00	\$4,360.00	-6%	172
13-2053.00	Insurance Underwriters	88	3	460	\$56,090.00	\$32,190.00	-1%	12
29-2071.00	Medical Records and Health Information Technicians	88	3	760	\$29,180.00	\$5,280.00	16%	34
43-6011.00	Executive Secretaries and Administrative Assistants	88	3	3,330	\$38,830.00	\$14,930.00	6%	76
43-3051.00	Payroll and Timekeeping Clerks	88	3	650	\$30,470.00	\$6,570.00	-3%	17
43-6012.00	Legal Secretaries	87	3	1,300	\$33,360.00	\$9,460.00	5%	29

### Top Industries for Office Clerks, General

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Local government, excluding education and hospitals	939300	6.76%	216,353	239,442	10.67%
Employment services	561300	5.73%	183,333	205,732	12.22%
Colleges, universities, and professional schools, public and private	611300	5.46%	174,730	192,577	10.21%
Elementary and secondary schools, public and private	611100	3.90%	124,823	129,588	3.82%
General medical and surgical hospitals, public and private	622100	3.64%	116,610	127,184	9.07%
State government, excluding education and hospitals	929200	3.15%	100,831	87,729	-12.99%
Offices of physicians	621100	2.61%	83,460	113,946	36.53%
Religious organizations	813100	1.96%	62,566	73,970	18.23%
Management of companies and enterprises	551100	1.74%	55,727	63,288	13.57%
Legal services	541100	1.54%	49,191	58,552	19.03%





Offices of real estate agents and brokers	531200	1.53%	48,935	64,594	32.00%
Junior colleges, public and private	611200	1.45%	46,336	50,439	8.86%
Insurance agencies and brokerages	524210	1.36%	43,651	48,643	11.44%
Accounting, tax preparation, bookkeeping, and payroll services	541200	1.35%	43,237	55,570	28.53%
Depository credit intermediation	522100	1.23%	39,275	39,448	0.44%

### Top Industries for Data Entry Keyers

Industry	NAICS	% in Industry	Employment	Projected Employment	% Change
Employment services	561300	17.13%	53,669	54,340	1.25%
Data processing, hosting, and related services	518200	5.80%	18,165	19,646	8.15%
Accounting, tax preparation, bookkeeping, and payroll services	541200	4.07%	12,769	12,115	-5.12%
Management, scientific, and technical consulting services	541600	2.74%	8,576	12,248	42.82%
Depository credit intermediation	522100	2.63%	8,233	6,715	-18.44%
Local government, excluding education and hospitals	939300	2.46%	7,715	6,933	-10.13%
Elementary and secondary schools, public and private	611100	2.44%	7,651	6,451	-15.70%
Postal service	491100	2.37%	7,436	6,056	-18.56%
Computer systems design and related services	541500	2.31%	7,238	7,818	8.01%
Management of companies and enterprises	551100	2.30%	7,211	6,651	-7.78%
State government, excluding education and hospitals	929200	2.06%	6,471	5,080	-21.50%
Religious organizations	813100	1.80%	5,646	5,420	-3.99%
Direct insurance (except life, health, and medical) carriers	524120	1.74%	5,450	4,557	-16.38%
General medical and surgical hospitals, public and private	622100	1.71%	5,368	4,754	-11.43%
Colleges, universities, and professional schools, public and private	611300	1.51%	4,742	4,244	-10.50%